

Call the DCS Community Relations Unit for immediate help with questions about the handling of a child support case. So that we can better serve you, please have the following information available: constituent name(s), case number(s), and authorization form.

### DCS Community Relations Unit (CRU)

**DCS Primary Contact Numbers** 360-664-5200  
or Toll Free 800-457-6202

**TTY Relay** 800-833-6384

**E-mail address** dcs-cru@dshs.wa.gov

**Fax** 360-586-3274

#### Communications Operations Chief

Adolfo Capestany 360-664-5445

#### Program Administrators

Brian Horst 360-664-5447

Retha Dotson 360-664-5449

Cindy Oliver 360-664-5448

Dawn Ebbeson 360-664-5439

#### Program Outreach Coordinator

June Johnson 360-664-5446

#### Legislative Guide

[www.dshs.wa.gov/pdf/Publications/22-568.pdf](http://www.dshs.wa.gov/pdf/Publications/22-568.pdf)

### Helpful Web Sites & Phone Numbers:

#### DCS

1-800-442-KIDS (5437)

[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov)

#### DCS Tribal Relations

[www.dshs.wa.gov/dcs/tribal](http://www.dshs.wa.gov/dcs/tribal)

#### Payment Processing Information

[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov)

#### Washington Courts

[www.courts.wa.gov](http://www.courts.wa.gov)

#### Federal Child Support Programs

[www.acf.hhs.gov/programs/css](http://www.acf.hhs.gov/programs/css)

Language interpreter services available.

Constituents can talk to their Support Enforcement Officer by calling the field office assigned to their case. Find out which office by calling 1-800-442-KIDS (5437).

### DCS Offices

#### Local Offices:

**Everett:** (800) 729-7580  
(425) 438-4800

**Kennewick:** (800) 345-9981  
(509) 374-2000

**Olympia:** (800) 345-9964  
(360) 664-6900

**Seattle:** (800) 526-8658  
(206) 341-7000

**Spokane:** (800) 345-9982  
(509) 363-5000

**Tacoma:** (800) 345-9976  
(253) 597-3700

**Vancouver:** (800) 345-9984  
(360) 696-6100

**Wenatchee:** (800) 535-1113  
(509) 886-6800

**Yakima:** (800) 441-0859  
(509) 249-6000

**Headquarters:** (800) 457-6202  
(360) 664-5200

**Fax** (360) 586-3274

## Contacting Child Support with Constituent Inquiries



## Child Support

The best investment you'll ever make.

Washington State Department of Social and Health Services

## Child Support

The best investment you'll ever make.



DCS Division of Child Support

## Division of Child Support

The Division of Child Support (DCS) administers state and federal child support laws. We are part of the Economic Services Administration (ESA) of the Department of Social and Health Services (DSHS).

We have over 342,000 open child support cases managed by Support Enforcement Officers, who collect nearly \$686 million each year to help the children in our caseload.

You can find information about DCS at:

**[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov).**

### Services

To download an application for services go to **[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov)**, or call 1-800-457-6202 and ask us to send one out to you.

### Information Disclosure

To discuss case information with legislators or their staff, we must have written authorization from the recipient of DCS services. The DSHS Authorization form can be downloaded at **[http://www.dshs.wa.gov/pdf/ms/forms/17\\_063.pdf](http://www.dshs.wa.gov/pdf/ms/forms/17_063.pdf)**.

### Tribal Relations

The sovereign status of each Tribe influences child support procedures. Some Indian tribes have their own child support programs, laws and policies, while others have cooperative agreements with DCS. Call and ask for a DCS Tribal Liaison, or go to: **[www.dshs.wa.gov/dcs/tribal](http://www.dshs.wa.gov/dcs/tribal)**.

### Paternity Establishment

- We help unmarried parents to establish paternity, by Paternity Acknowledgment or by court processes.
- Any child who is receiving public assistance is automatically referred to us for paternity establishment.
- We establish paternity for about 25,000 children annually.
- For more information about paternity, go to: **<http://www.dshs.wa.gov/dcs/services/paternity.asp>**

### Support Order Establishment

- If there is no order for child support, we may be able to establish a child support order administratively.
- We work with prosecuting attorneys to establish paternity orders.
- We use the income of both parents to set the noncustodial parent's child support obligation according to the Washington State Child Support Schedule.
- We serve both parents with the administrative order and advise them of their right to a hearing.
- We establish over 30,000 administrative and court orders annually.

### Child Support Enforcement

- State and federal law give DCS many tools and methods to collect child support.
- The most often used method is an income withholding order sent to the noncustodial parent's employer.
- Income withholding is state and federally mandated.
- If there is a debt, DCS files a lien against the non-custodial parent's property with the county auditor.
- We also:
  - Certify child support debts to the Internal Revenue Service and apply intercepted tax refunds to the debt.
  - Attach unemployment and worker's compensation, pensions, funds in financial institutions, settlements and estates.
  - Certify noncustodial parents for passport denial.
  - Seize vehicles.
  - Certify noncustodial parents for suspension of licenses: driver, recreational hunting, fishing, occupational and professional.
  - Refer cases to the prosecutor for contempt of court proceedings.

### Medical Enforcement

- By law, there must be a medical support requirement in every child support order.
- In most cases, noncustodial parents must provide medical support for their children.

- We must include a medical support requirement in any petition for child support.
- Both parents are obligated to share in the children's uninsured medical expenses.
- Support orders usually require noncustodial parents to provide health insurance for their children if:
  - The employer or union offer it and
  - If the cost of the children's coverage does not exceed 25% of the basic child support obligation.
- Over 281,000 cases have medical orders.

### Order Modification

- We review requests for modification from either parent provided certain criteria are met.
- We provide modification services to ensure orders are consistent with the Washington State Child Support Schedule and the family's current financial situation.
- The review process applies to both court orders and administrative orders.
- Parents may file their own petitions for modification of administrative orders.
- Parents with court orders may also seek modification through the courts with an attorney or by themselves with the help of a court facilitator.

### Payment Processing

- DCS must send out payments within two business days as required under state and federal law (with few exceptions).
- Both parents (Payer and Payee) can track child support payments on line at **[www.childsupportonline.wa.gov](http://www.childsupportonline.wa.gov)**.
- When a payment is posted or due, users can choose to receive e-mail notification.
- Parents can receive payments by:
  - Direct deposit into a bank account.
  - DCS debit card.
  - Check.

